



ILLINOIS

Rod R. Blagojevich, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Maureen T. O'Donnell, Acting Director

## MEMORANDUM

TO: Consolidated Agency IT Coordinators

FROM: Lori Sorenson, BCCS Chief Operating Officer

DATE: June 13, 2007

SUBJECT: Remedy 6.3 Training

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As July 1, 2007 nears and as CMS/BCCS completes the upgrade to Remedy 6.3, we are excited to offer training that will help you navigate in the new platform. The training will cover tool usage and explain how to check the status of requests. In addition to learning what changes have been made to the Enterprise Service Request (ESR) form you will learn how to run reports and queries.

We have scheduled training on June 28, 2007 at the Capital City Center, Room 111, 130 West Mason in Springfield. There is a morning and afternoon class which will be filled on a first come, first serve basis. Each agency can send one or two IT Coordinators.

Please respond to Dixie Sloman at [Dixie.Sloman@illinois.gov](mailto:Dixie.Sloman@illinois.gov) or (217) 557-2779 by June 20, 2007 with employee names, phone numbers and email addresses along with session preference. Classes will be held from 9:00 a.m. to noon and 1:00 p.m. until 4:00 p.m. All questions regarding the ESR process can be directed to Tom Seagraves at (217) 524-0574 or [Tom.Seagraves@illinois.gov](mailto:Tom.Seagraves@illinois.gov).

We look forward to seeing you on June 28<sup>th</sup>.